

EMPLOYMENT OPPORTUNITY

CITY OF LONGBEACH



CHANGE MANAGEMENT LEAD

DEPARTMENT OF TECHNOLOGY AND INNOVATION

The City of Long Beach is seeking a change management professional with outstanding interpersonal and communication skills and a natural inclination for planning and strategy to help ensure the successful implementation and adoption of the City's new ERP system.



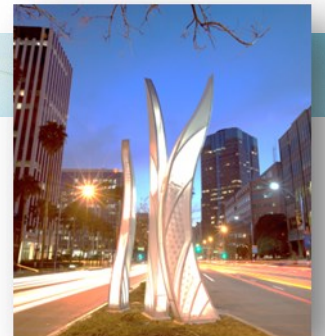
THE COMMUNITY

Ideally located on the Pacific Ocean south of Los Angeles and adjacent to Orange County, the City of Long Beach, California (population 462,257) is frequently described as a series of strong, diverse interwoven smaller communities within a large city. Enjoying an ideal Southern California climate, Long Beach is home to an abundance of cultural and recreational options. The Long Beach Convention Center, Aquarium of the Pacific, Queen Mary and the annual Toyota Grand Prix of Long Beach, plus a wide variety of other attractions (two historic ranchos, three marinas, and five golf courses), serve to draw 5.5 million visitors a year. The

City is also home to California State University, Long Beach and Long Beach City College. Cal State Long Beach is the second largest university in the state and was recently ranked the No. 3 best-value public college in the nation. Serving the K-12 student population, the Long Beach Unified School District consistently ranks among the Top 10 urban school districts in the country. Covering approximately 50 square miles, Long Beach is supported by a wide mix of industries with education, health and social services, manufacturing, retail trade, and professional services comprising the highest representation. While it offers all the amenities of a large metropolis, many say Long Beach has the added benefit of having maintained a strong sense of community and cohesiveness despite its growth. Long Beach is the seventh largest city in California and celebrates its vibrant diversity. The City has the following ethnic breakdown: 40.8 percent Hispanic, 29.4 percent White, 13.0 percent Black, 12.6 percent Asian, and 4.2 percent all other ethnicities. A superb climate, quality schools, a vibrant downtown, and a wide variety of neighborhoods help make Long Beach one of the most livable communities in the country.

CITY GOVERNMENT

Long Beach is a full-service Charter City governed by nine City Council members who are elected by district. The Mayor is elected at-large. Elected officials also include the City Attorney, City Auditor, and City Prosecutor. Elected officials are subject to a two-term limit, which allows them to serve for a maximum of eight years. The City Council appoints a City Manager to oversee the administration of all City departments, excluding those under the direction of a separately elected official, Board or Commission. In addition to its traditional services, Long Beach maintains one of the world's busiest seaports which serves as a leading gateway for international trade. The City also has its own full-service commercial airport and is one of only three cities in California with its own Health and Gas & Oil Departments. Long Beach is supported by a total FY2016 budget of approximately \$2.7 billion, with the General Fund budget totaling \$427 million. More than 5,800 full and part-time employees support municipal operations with the majority being represented by nine employee associations.



THE ERP PROJECT

The City of Long Beach is in the process of selecting an Enterprise-wide Resource Planning (ERP) system in support of Payroll, Human Resources, and Finance operations Citywide. This will be one of the largest technology projects the City has ever undertaken. The City implemented its current systems approximately 20 years ago and these systems are supplemented by a number of additional structured software systems and shadow systems. The City is planning a project to replace these systems and implement best practices leveraging new technology. Implementation of the Finance/HR System will involve all City departments, including enterprise operations such as the Harbor, Water, Airport and Gas & Oil Departments. The City anticipates that implementation of the new system will require a well-coordinated and well-organized support structure to operate and manage the project. The City also appreciates that implementation of a new system will impact many City staff. As a result, the City intends to supplement the City-side of the project implementation team with project-based staffing to complement and support existing resources and expertise. This staffing will consist of a team of Business Systems Specialists, with one assigned as the Change Management Lead.

THE POSITION

The City of Long Beach is seeking a Business Systems Specialist to serve as the Change Management Lead. The position will be managed through the ERP Project Management Leadership team, and will work collaboratively alongside the Business Systems Specialists, City leadership, operational staff, and the selected software vendor/consultant to ensure the successful implementation and adoption of the City's new ERP system. This is an at-will position tied to the ERP project. Project positions are expected to vary in length with an average duration of two to three years. Typical duties of the Business Systems Specialist assignment of Change Management Lead include, but are not limited to, the following:

- Develop, execute and lead a structured change management plan that is based on best practices and closely coordinated with the vendor's change management approach.
- Consult and coach project teams to integrate change management activities into the project.
- Engage and support senior leaders in fulfilling the role of change sponsor.
- Develop a communication plan and manage communication with stakeholders at levels of the organization to explain changes, communicate impacts, set expectations, address questions/concerns, and gain support and engagement.
- Define and measure success metrics, monitor progress, and track/report issues to the PMO.
- Prepare and present status reports, updates, issues, and recommendations to the PMO and City leadership.
- Participate in planning/implementation to facilitate adoption of changes and identify barriers, issues, and resistance.
- Conduct change impact analyses, identify key stakeholders, and assess change readiness.
- Identify and analyze risks and their impacts, and recommend and assist with resolution and mitigation.
- Identify impacts to roles and responsibilities, and explore opportunities for reorganization and redeployment in collaboration with management.
- Develop a training strategy and plans, and work with team members to develop curricula and materials.
- Coach project team, staff, and management to mitigate resistance and help employees embrace and adopt the new system and associated business process changes.

THE IDEAL CANDIDATE

This project is a valuable opportunity for change management professionals with ERP experience. The City is most interested in candidates with outstanding communication skills, who are natural planners and strategists, and who are able to inspire and influence others to move toward a common vision or goal.

Experience + Education

- Graduation from an accredited college or university with a bachelor's degree in computer science, business or public administration, marketing, or a related field.
- At least three years of practical hands-on business analysis experience on software implementation projects.
- Experience with and knowledge of large-scale change management principles, methodologies, and tools.
- Proficiency in the use of MS Visio and Office product suite.
- A valid California Driver's License (proof required).
- Desirable qualifications include: change management certification or designation; experience with two or more ERP implementations for medium sized organizations in the finance, human resources, and utilities domains; experience working with local government business requirements; project management experience.

Professional Attributes: The attributes that best describe the Change Management Lead

- Exceptional verbal, written, and interpersonal communication skills
- Builds strong relationships at all levels of the organization
- Team player, able to work collaboratively with and through others
- Inspires and influences others to move toward common vision or goal
- Organized with a natural inclination for planning, strategy and tactics
- Forward thinking with a holistic approach
- Flexible, adaptable, and resilient
- Strong problem solving and root cause identification skills

SALARY + BENEFITS

The hourly rate for this position will be in the range of \$37.205 to \$56.116 (\$77,652 to \$117,112 annually). The City's compensation package also encompasses an attractive benefits package that includes:

- **Retirement** – California Public Employee's Retirement System (CalPERS) with a benefit of 2.5% @ 55 for Classic members (prior or current CalPERS or reciprocating agency members with less than a 6-month break in service) or 2% at 62 for new members as defined by PEPRA, subject to the limitations set by CalPERS. Employee pays the employee portion. Coordinated with Social Security.
- **Vacation** – 12 days after one year of service; 15 days after four years, six months of service; 20 days after 19.5 of service.
- **Sick Leave** – One day earned per month; unlimited accumulation; conversion upon retirement to cash credit toward health and/or dental insurance premiums, or to pension credits.
- **Holidays** – Nine designated holidays per year, plus four personal holidays to be used at the employee's discretion.
- **Health Insurance** – Two plans are available: one HMO, and one PPO plan. The City pays major portion of the premium for employee and dependents depending on the health/dental plan selected.
- **Dental Insurance** – Two dental plans are available for employees and dependents.
- **Life Insurance** – City-paid term life insurance policy for \$20,000.
- **Other Compensation** – Deferred compensation program and flexible spending accounts.

APPLICATION PROCESS

This recruitment will close at 5:00 pm on March 18th. The recruitment may be extended if a sufficient number of qualified applications is not received.

To be considered for this opportunity, please submit a cover letter and resume that reflect the scope and level of your current/most recent positions and responsibilities as they relate to the duties of this position, and answers to the supplemental questions that follow this announcement. Please submit these materials in Word or PDF format to ERPrecruiting@longbeach.gov. Include the recruitment code **TS15-018CM** in the subject line of your email.

Following application screening, the best qualified applicants will be requested to complete a list of three professional references and a salary history. The City anticipates inviting a small group of candidates for interviews. An appointment is contingent upon the completion of a thorough reference and background check. References will not be contacted until the end of the process upon consultation with the selected candidate.

This information is available in an alternative format by request to the Administration Bureau at (562) 570-6982. If you require an accommodation because of a disability in order to participate in any phase of the application process, please request it when submitting your application, or call (562) 570-6982. In support of the City's Language Access Policy,

EQUAL OPPORTUNITY

The City of Long Beach is an Equal Opportunity Employer and values diversity at all levels of the organization.

SUPPLEMENTAL QUESTIONS

1. Describe how your background makes you a good fit for Long Beach's ERP implementation team.
2. Describe the specific skills that have helped you be successful on prior ERP or other large technology implementation projects.
3. What role would you like to play on the ERP project?